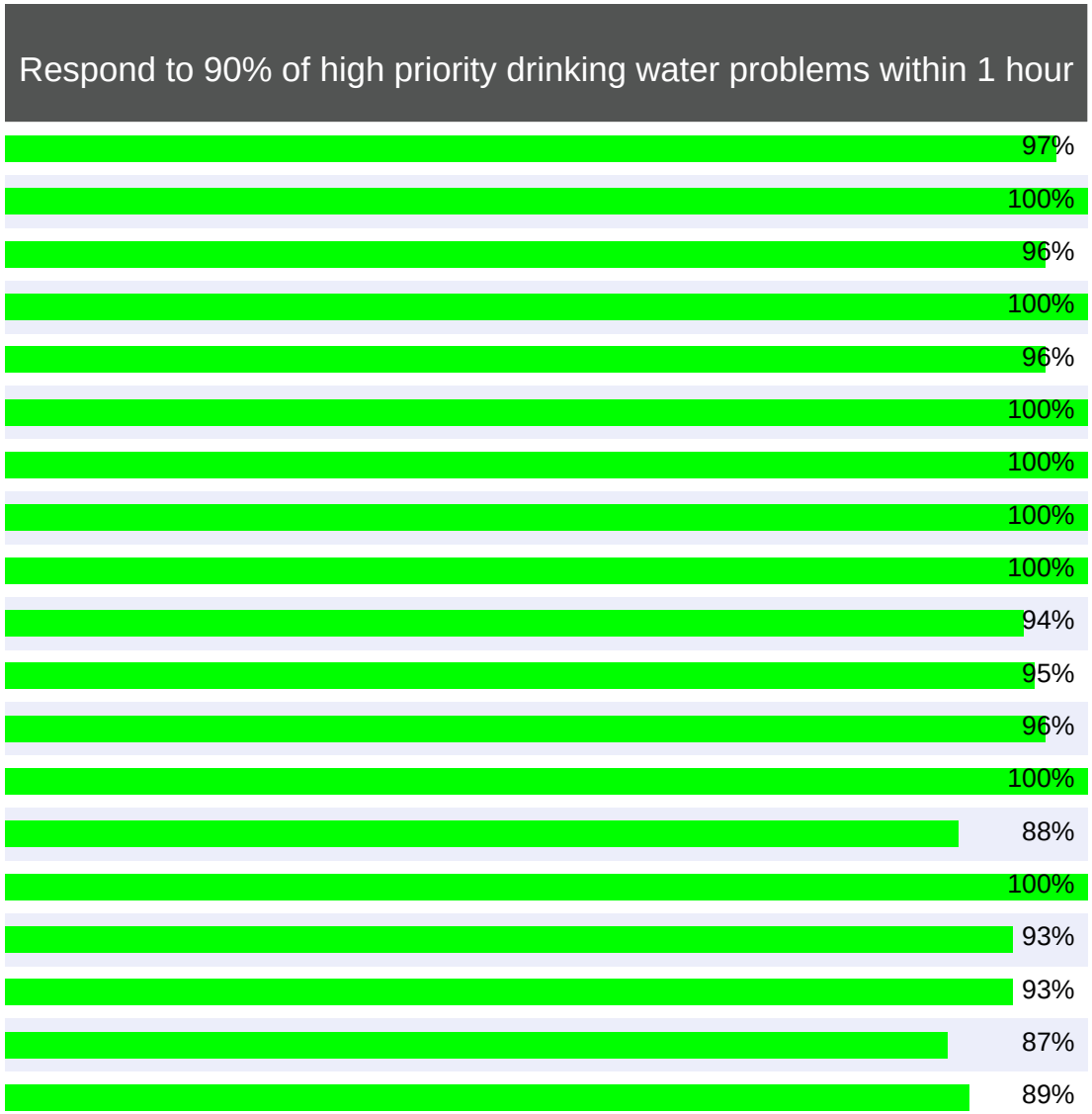
SPU Priority 9 Response

Month and Year	Answer 80% of calls within 60 sec
01/31/2009 12:00:00 AM	
02/28/2009 12:00:00 AM	
03/31/2009 12:00:00 AM	
04/30/2009 12:00:00 AM	
05/31/2009 12:00:00 AM	
06/30/2009 12:00:00 AM	
07/31/2009 12:00:00 AM	
08/31/2009 12:00:00 AM	
09/30/2009 12:00:00 AM	
10/31/2009 12:00:00 AM	
11/30/2009 12:00:00 AM	
12/31/2009 12:00:00 AM	
01/31/2010 12:00:00 AM	
02/28/2010 12:00:00 AM	
03/31/2010 12:00:00 AM	
04/30/2010 12:00:00 AM	
05/31/2010 12:00:00 AM	
06/30/2010 12:00:00 AM	
07/31/2010 12:00:00 AM	

SPU Priority 9 Response

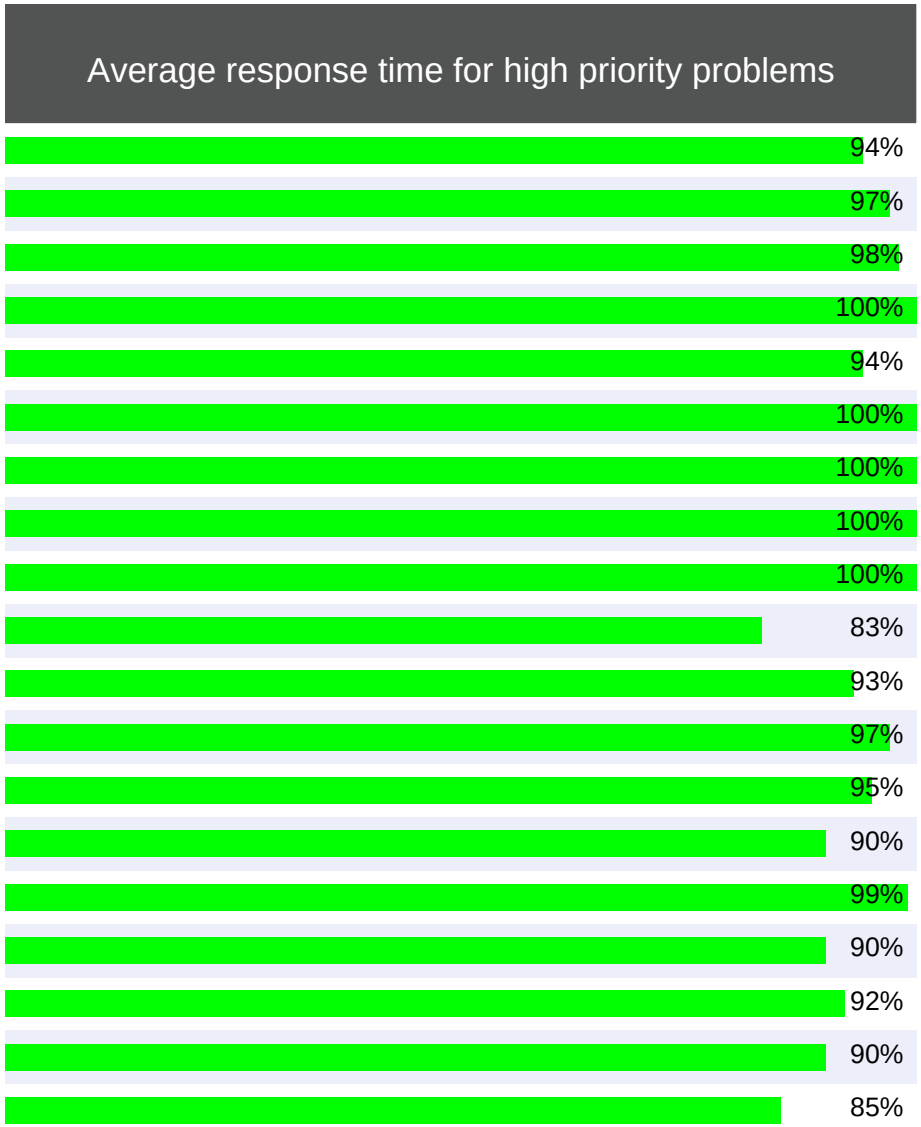


SPU Priority 9 Response

SPU Priority 9 Response

Respond to 85% of high priority maintenance problems within 2 hours (for 2012-13, the response time was 80% within 2 hours)

SPU Priority 9 Response



SPU Priority 9 Response

08/31/2010 12:00:00 AM
09/30/2010 12:00:00 AM
10/31/2010 12:00:00 AM
11/30/2010 12:00:00 AM
12/31/2010 12:00:00 AM
01/31/2011 12:00:00 AM
02/28/2011 12:00:00 AM
03/31/2011 12:00:00 AM
04/30/2011 12:00:00 AM
05/31/2011 12:00:00 AM
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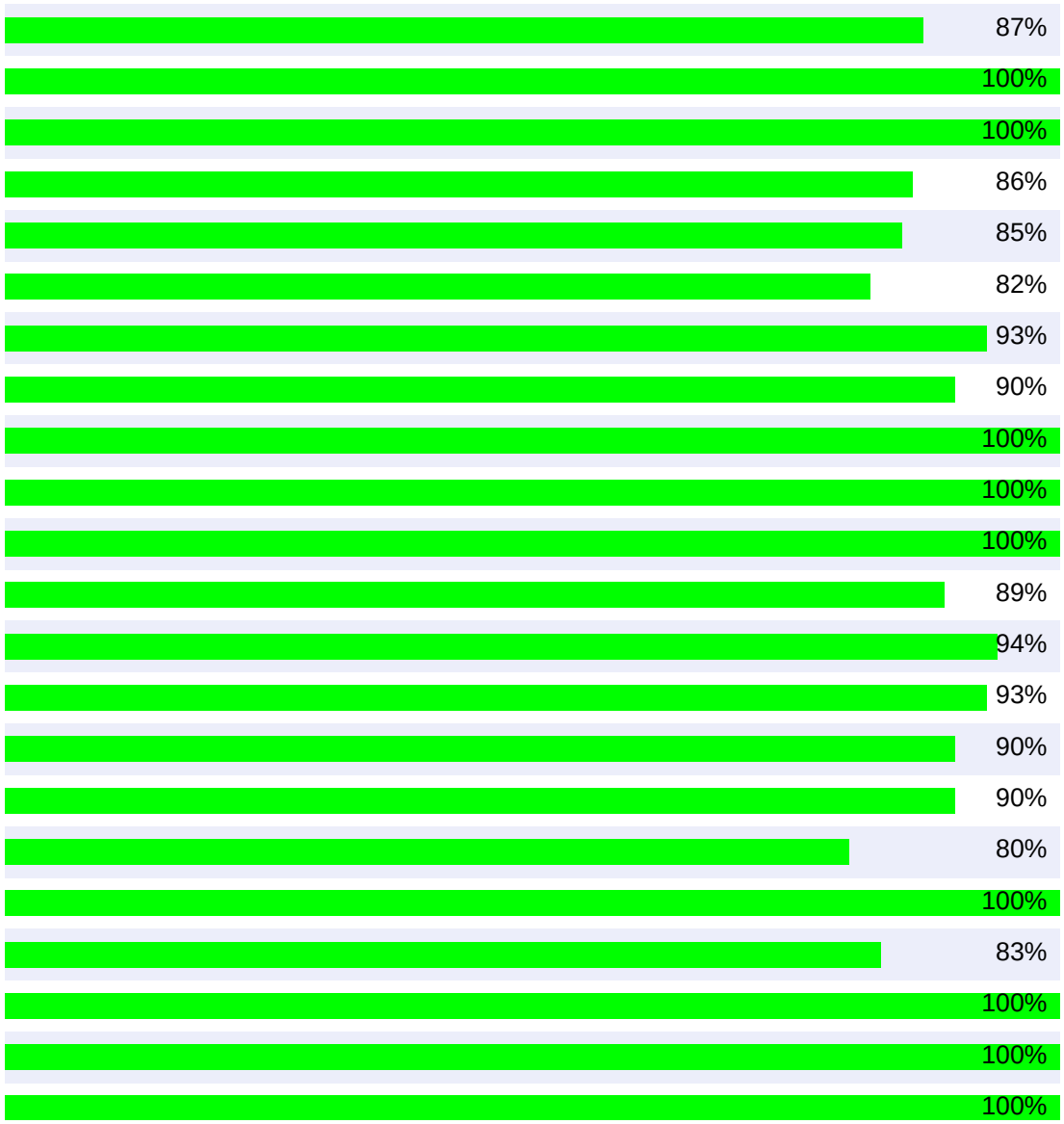
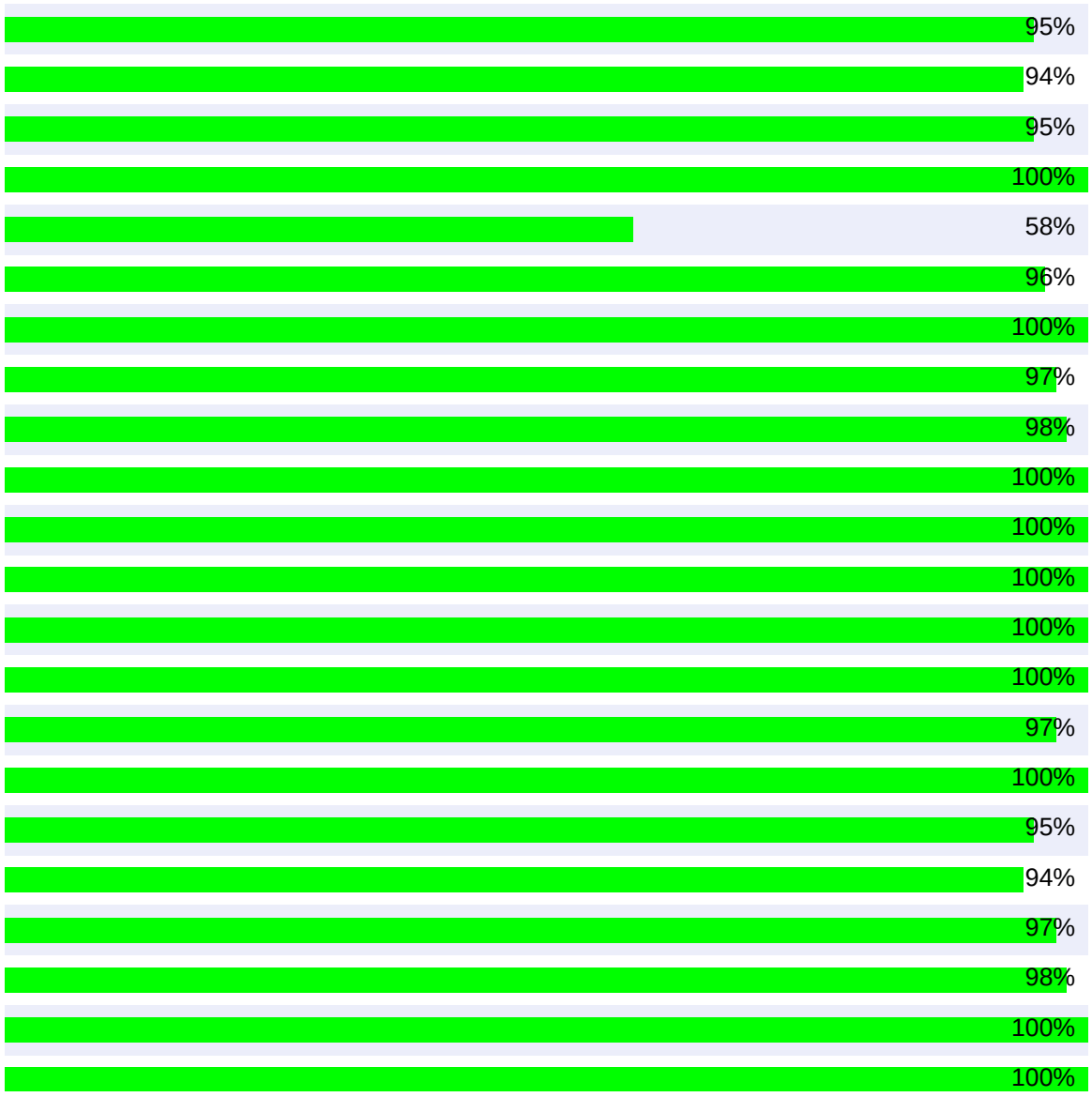
10/31/2011 12:00:00 AM
11/30/2011 12:00:00 AM
12/31/2011 12:00:00 AM
01/31/2012 12:00:00 AM
02/29/2012 12:00:00 AM
03/31/2012 12:00:00 AM
04/30/2012 12:00:00 AM
05/31/2012 12:00:00 AM

SPU Priority 9 Response



SPU Priority 9 Response



SPU Priority 9 Response

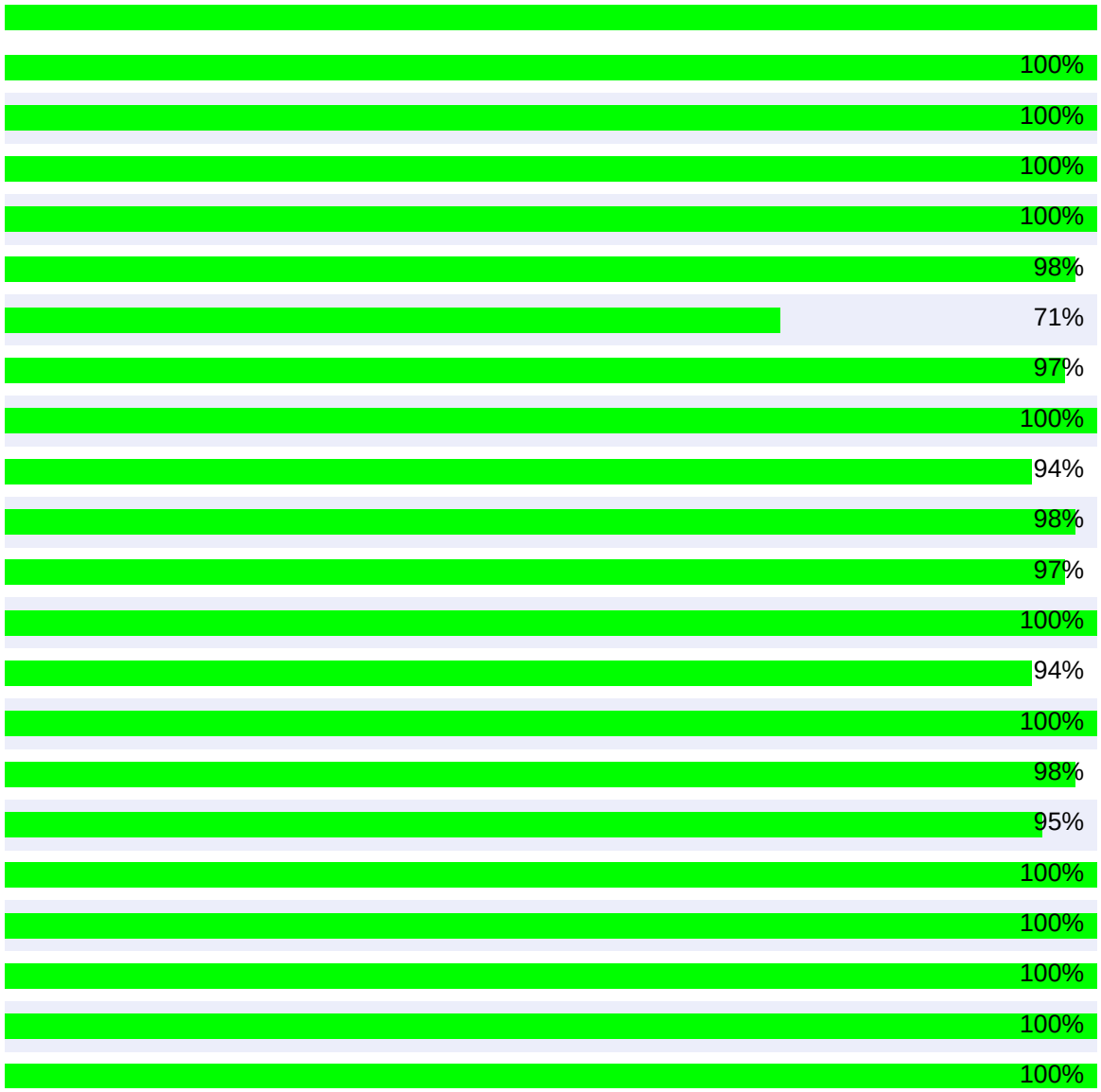
SPU Priority 9 Response

SPU Priority 9 Response

06/30/2012 12:00:00 AM	
07/31/2012 12:00:00 AM	
08/31/2012 12:00:00 AM	
09/30/2012 12:00:00 AM	
10/31/2012 12:00:00 AM	
11/30/2012 12:00:00 AM	
12/31/2012 12:00:00 AM	
01/31/2013 12:00:00 AM	
02/28/2013 12:00:00 AM	
03/31/2013 12:00:00 AM	
04/30/2013 12:00:00 AM	
05/31/2013 12:00:00 AM	
06/30/2013 12:00:00 AM	
07/31/2013 12:00:00 AM	
08/31/2013 12:00:00 AM	
09/30/2013 12:00:00 AM	
10/31/2013 12:00:00 AM	
11/30/2013 12:00:00 AM	
12/31/2013 12:00:00 AM	
01/31/2014 12:00:00 AM	82%
02/28/2014 12:00:00 AM	73%

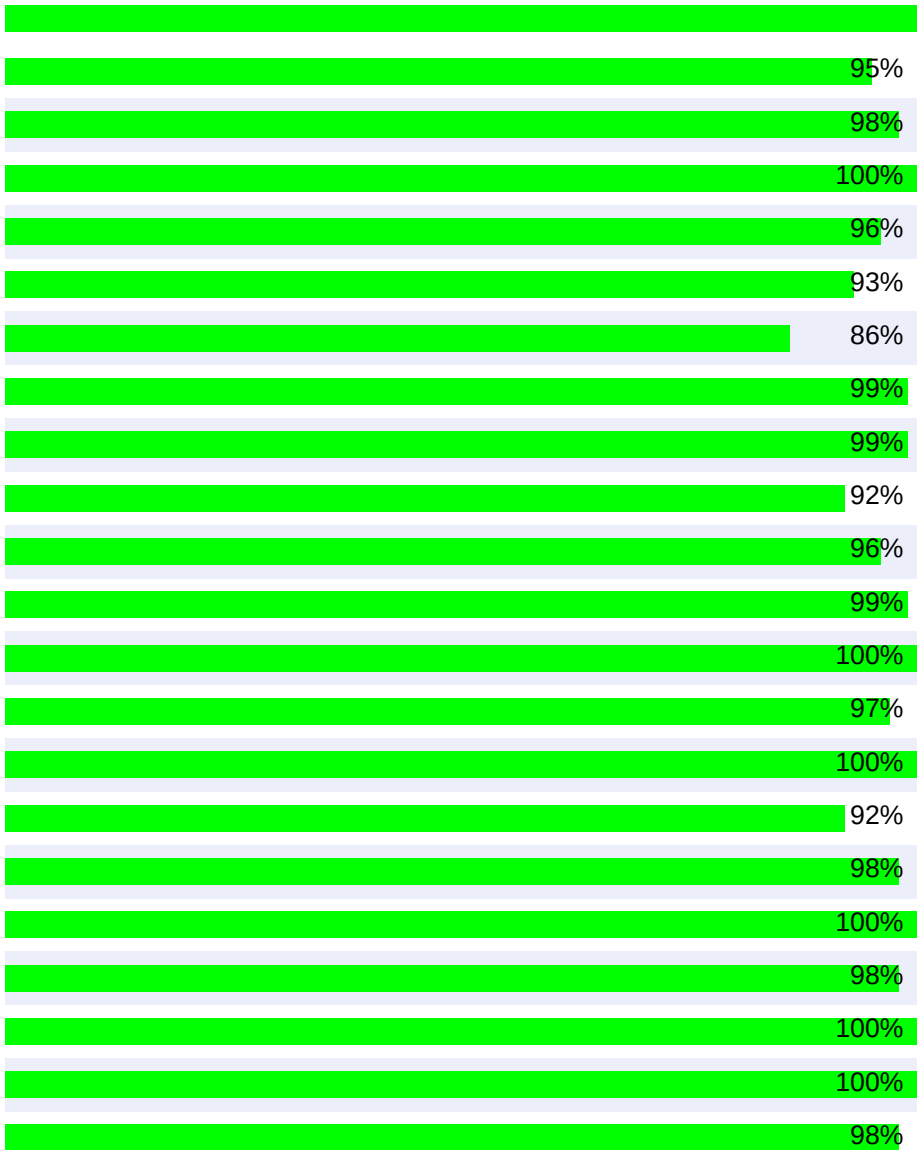
SPU Priority 9 Response

SPU Priority 9 Response

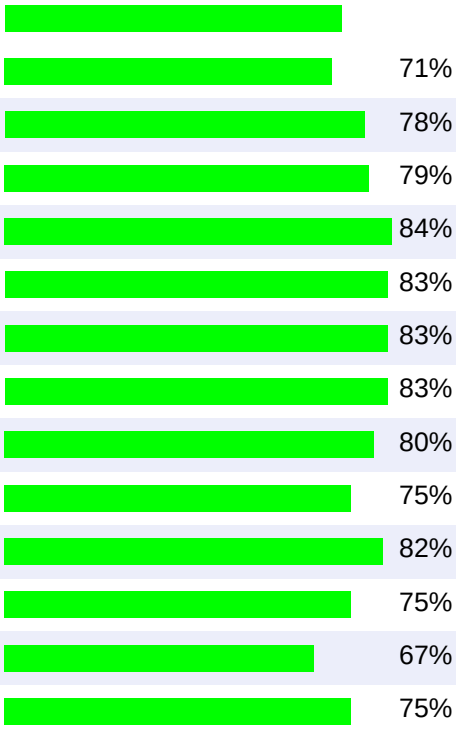


SPU Priority 9 Response

SPU Priority 9 Response

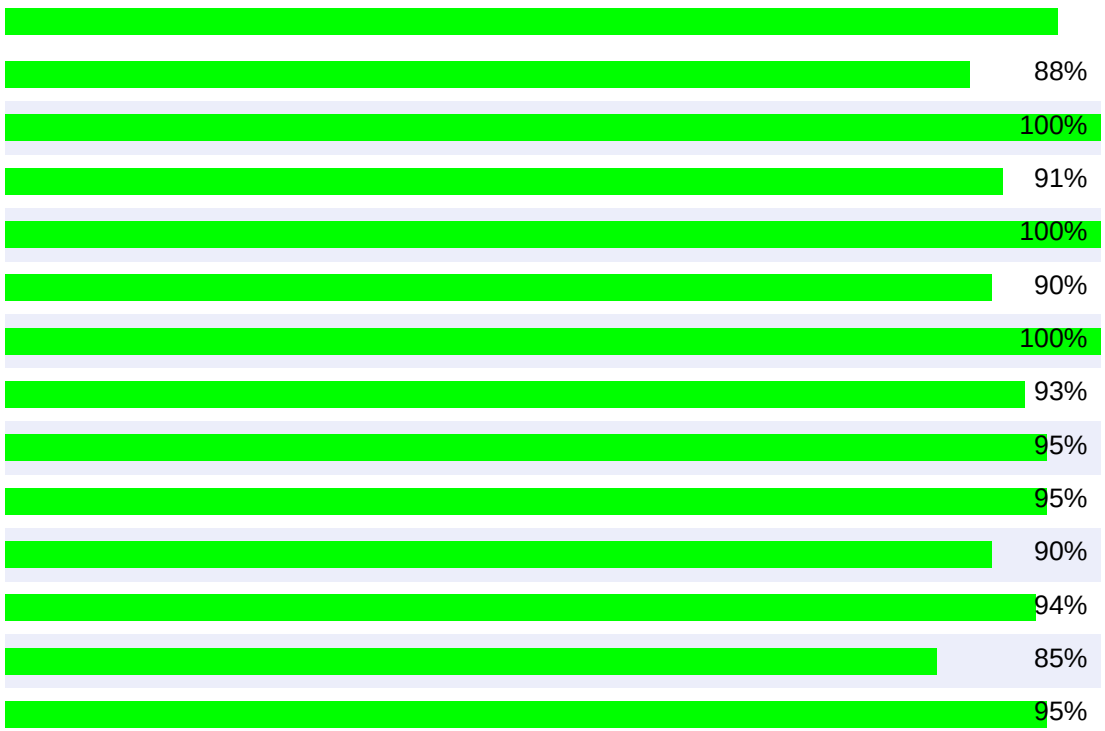


SPU Priority 9 Response

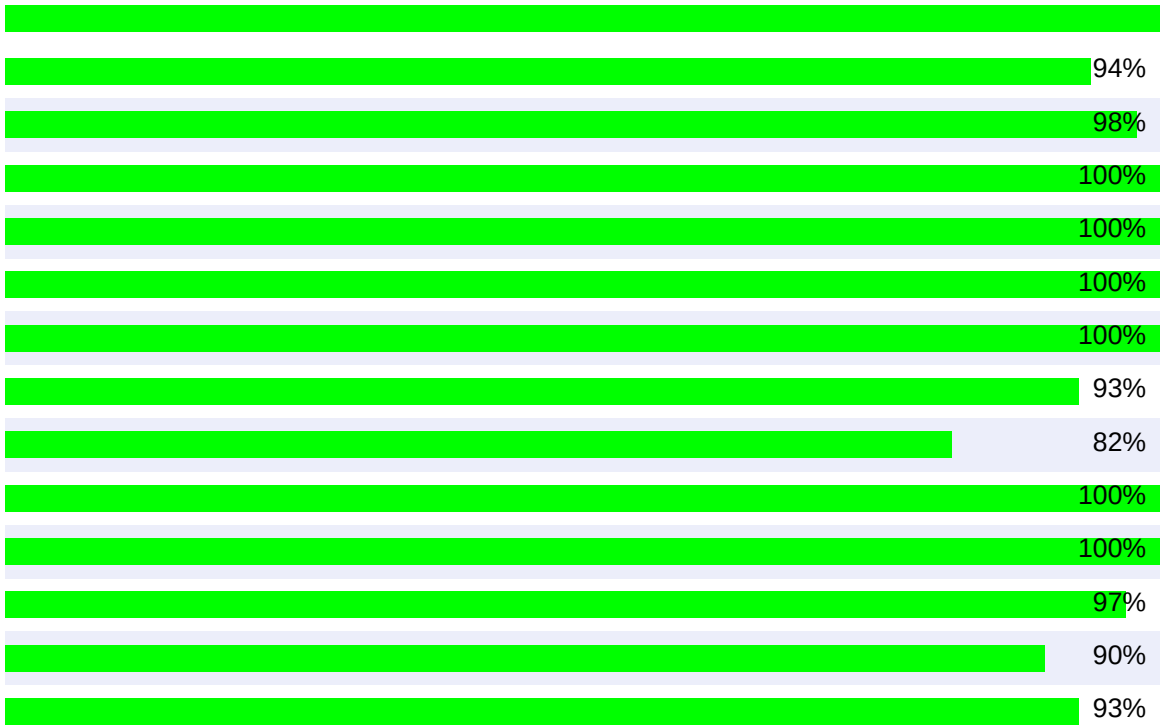


03/31/2014 12:00:00 AM	71%
04/30/2014 12:00:00 AM	78%
05/31/2014 12:00:00 AM	79%
06/30/2014 12:00:00 AM	84%
07/31/2014 12:00:00 AM	83%
08/31/2014 12:00:00 AM	83%
09/30/2014 12:00:00 AM	83%
10/31/2014 12:00:00 AM	80%
11/30/2014 12:00:00 AM	75%
12/31/2014 12:00:00 AM	82%
01/31/2015 12:00:00 AM	75%
02/01/2015 12:00:00 AM	67%
03/01/2015 12:00:00 AM	75%

SPU Priority 9 Response



SPU Priority 9 Response



SPU Priority 9 Response

SPU Priority 9 Response